Submission of the "Information Technology Capital Investment Fund Request" confirms approval and certifies the agency head approval(s) have been received and that all appropriate finance and budget areas have been informed.

# I. Project Identification

Project Title			-				
STATE EMPLOYEES RETIREMENT SYSTEM (SERS) REPLACEMENT PROJECT							
Submitter:	Full Name	Phone Number	e-Mall Address				
1	Keith Norton	(860) 702-3331	keith.norton@po.state.ct.us				

# **Participating Agencies**

Agency Name

State Comptrollers Office		OSCM1			
Select to Indicate Prir	nary Agency:	$\checkmark$			
Title	Fu	II Name	Telephone	e-Mail	
Agency Head	Kevin Lembo		(860) 702-3300	kevin.lembo@po.state.ct.us	
Agency CIO / IT Director:	Angelo Romano		(860) 622-2513	angelo.romano@po.state.ct.	
Agency CFO: Nancy Mcmahon Project Manager: Angelo Romano			nancy.mcmahon@po.state.c		
			(860) 622-2513	angelo.romano@po.state.ct.	
OPM Budget Analyst	Patti Maroney		(860) 418-6328	patti.maroney@ct.gov	

**Agency Business Unit** 

# II. Project Details

This information will be used for listings and report to the Governor and General Assembly on capital funded projects.

### A. Proposed Dates

Enter the date as shown in this example: MM/DD/YYYY.

Proposed Start Date

**Expected Completion Date** 

Duration (in months)

09/01/2013

08/30/2016

36

### **B.** Project Description

Please enter short description of project.

This project will replace the current State Employee Retirement System (SERS) with the PeopeSoft Pension Administration Module.

### C. Summary

Describe the high level summary of this project in plain English without technical jargon.

This project is a business reengineering and system modernization project that will be jointly implemented by OSC's Retirement and ITD/CORE Divisions, which will implement a modern, efficient pension administration software package.

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### Purpose

Describe the purpose of the project.

By implementing the Pension Administration application into the Core-CT environment, the Retirement Division will be able to effectively and efficiently utilize data from Core-CT's Human Resources, Payroll & Time and Attendance modules in order to stremline business processes. Additional benefits for employees and retirees include pension self-service functionality, the viewing of retirement direct deposit information, and improved customer service tools such as an on-line retirement portal and a helpdesk call center.

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### **Importance**

Describe why this project is important.

The SERS application was implemented in 1986, and lacks the functionality of modern software. The Pension Administration Module is part of the PeopleSoft Human Capital Management software suite that Core-CT utilizes. Utilizing additional PeropleSoft functionality will leverage the

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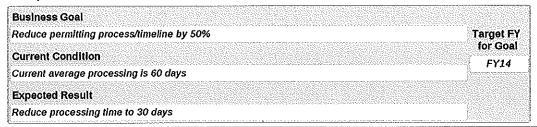
State's previous investments in Core-CT. Outcomes What are the expected outcomes of this project. An integrated Core-CT module which delivers a more efficent and user friendly pension system based on existing data in the Human Resources, Payroll and Time & Attendance modules. 7 **Approaches and Success Evaluation** Provides details of how the success of the project will be evaluated. After the configuration and installation of the software, and a redesign of the relevant business processes has taken place, there will be a 9 month testing and training period . During this time, all business processes will be tested to ensure that they are producing the desired results, and a verification will be required to ensure that the infrastructure's performance and reliability are acceptable. Once completed, implementation will occur.

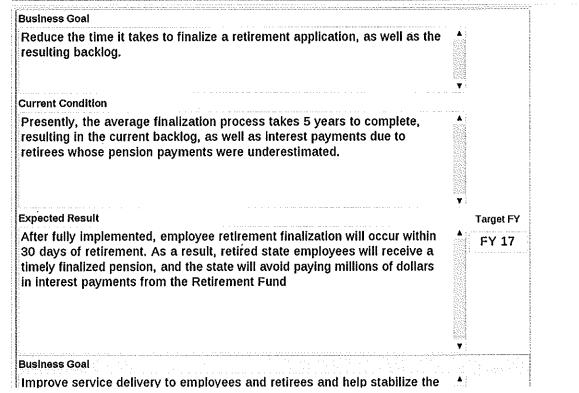
### D. Business Goals:

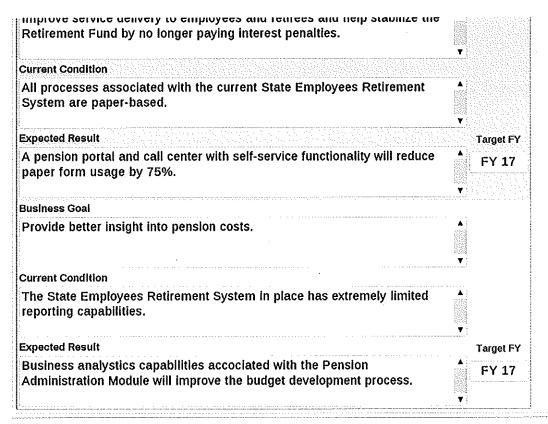
List up to 5 key business goals you have for this project, when (FY) the goal is expected to be achieved, and how you will measure achievement. Must have at least one.

- Please use action phrases beginning with a verb to state each goal. Example: "Reduce the permitting process by 50%".
- In the Expected Results field, please explain what data you will use to demonstrate the goal is being achieved and any current metrics.

Example

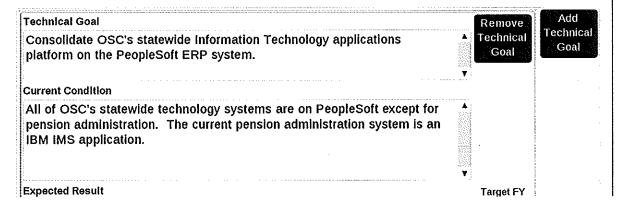


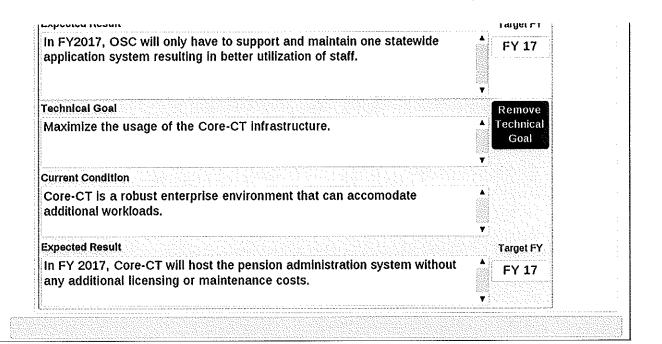




### E. Technology Goals.

From a technical perspective, following the above example, list up to 3 key technology goals you have for this project and in which Fiscal Year (FY) the goal is expected to be achieved. Please use action phrases beginning with a verb to state each goal.





# F. Priority Alignment \*NOTE: The criteria in this section, in concert with other factors, will be used to determine project priorities in the capital funding approval process. Briefly describe how the proposed projects will align with each criterion. **Priority Criterion** Is this project aligned with Governor's key priorities? √Yes No Governor's key priorities. This project adheres to the priority of making strategic IT investments that will streamline Connecticut State Government's delivery of services. Is this project aligned with business and IT goals of your agency? √Yes No This project will provide more efficient business processes and standardize the IT platform on a modern, industry leading product (PeopleSoft). ¥ Does the project reduce or prevent future increases to the agency's operating budget? **V**Yes **No** Without a business reengineering project, OSC will need to add additional staff to keep up with the increasing workload. √Yes No Will this product result in shared capabilities? This will be a statewide application, utilized by Human Resources personnel in every state agency. Is this project being Co-Developed through participation of multiple agencies? Yes √No **V**Yes □No Has the agency demonstrated readiness to manage a project of this size and scope? OSC has successfully managed Core-CT since inception in 2001, including various upgrades and the implementation of additional modules. √Yes No Is the agency ready to deliver the business value of this project? OSC has demonstrated its ability to reengineer business processes based on ERP system best practices.

### G. Organizational Preparedness.

Is your agency prepared to undertake this project? Is senior management committed, willing to participate, and willing to allocate the necessary time, energy and staffing resources? How will the project be managed and/or governed and who will make the key project decisions?

Yes, OSC is prepared for the project. We have a large team of people with many years of experience implmenting and managing PeopleSoft applications. The project management structure will consist of a project manager who will oversee the day-to-day operations, a project director who will set direction and manage the budget, and an executive sponsor who will approve all major decisions.

### H. Project Ramp Up.

If capital funds are awarded for this project, how long will it take to ramp up? What are the key ramp-up requirements and have any off these already been started? For example, has a project manager been identified? Has an RFI been issued? Is a major procurement required such as an RFP?

The project will have a three (3) month ramp-up. During that time, project team members will be identified, and initial project plans will be developed. This project will require an RFP for implementation services. At this time, we believe that hiring a firm to help identify the RFP requirements will be a prudent approach. An RFI was issued, which helped formulate the project budget.

### I. Organizational Skills.

Do you have the experienced staff with the proper training to sustain this initiative once it's a production system? Do you anticipate having to hire additional staff to sustain this? What training efforts are expected to be needed to maintain this system?

The Core-CT PeopleSoft system has been in production since 2003, and has a highly experienced support staff of 86. No additional support staff will be required to add the pension administration module into the current environment.

ease provide the estimated total development cost	\$20,000,000.00
ease provide the estimated total capital funding request	\$20,000,000.00
ease provide the estimated annual operating cost	\$0.00
ease provide the one time financial benefit	\$0.00
ease provide the recurring annual financial benefit	\$800,000.00
planation of Estimates	
timates are based on the RFI responses, and OSC/Core-CT operating budget. Please relating costs have been included in the regular Core-CT operating budget.	note that the estimated annual
ssumptions.	
ease list key assumptions you are using to estimate project developme	ent and implementation costs.
ey Assumptions	
e costs provided in the RFI responses were accurate.	

# III. Expanded Business Case A. Project Impact. Beyond the top business goals identified in Section II, please provide descriptions for those topics as they apply to your project. · What impacts will this project have, if any, in the targeted areas below?

- What would be the impact of not doing this project?
- How will the project demonstrate benefits are achieved?

out of the Delirement Fund

(1)	Impact Area (Vision)						
	Will this project provide efficient and easily accessible services for all constituents?	No					
	Whereas constituent users impacted by the implementation of this important module are the thousands of state retirees, information will be more easily accessible.						
	Will this project promote open and transparent government with the citizens of the state?	No					
	The system will proved more detailed information on state pension costs.						
	Will this project establish efficient and modern business processes?	No					
	This project will implement the business practices of the PeopleSoft Pension Administration System, which is based on industry best practices.						
	Will this project increase accuracy and timeliness of data for policy making, service delivery and results evaluation?						
	Once completed, the state's complete Human Resource Management System (HRMS) function will be processed in the centralized PeopleSoft system. This will result in increased accuracy and timeliness of data. A business intelligence component will provide enhanced policy making and results evaluation capabilities.	<b>A</b>					
(2)	What is the expected impact of NOT doing this project?						
	<ol> <li>Continued significant delays in the finalization of pension payments (resulting in interest payments in cases where an understimated benefit has been paid over years).</li> <li>Hiring additional staff to continue the paper-based processes currently in place.</li> <li>Failing to fully leverage the state's previous investments in the Core-CT PeopleSoft ERP system.</li> </ol>	<b>▲</b>					
(3)	How will you demonstrate achievement of benefits?	e anne sammana na					
	1) The finalization of pension payments within 30 days of retirement and the avoidance of paying interest penalties						

out of the Retirement Fund.

2) Consolidation of the current retriement system IT support group into the Core-CT support group. This will provide more flexibility in maintaining a complete Core-CT system.
3) A reduction in the number of Retirement service representatives required due to the introduction of self-service functionality and a 75% reduction in paper-based form usage.

# B. Statutory/Regulatory Mandates. 1) Cite and describe federal and state mandates that this project is intended to address. 2) What would be the impact of non-compliance? (1) Mandate The Office of the State Comptroller has a statutory mandate to maintain a State Employees Retirement System. Impact of Non-Compliance If the project is not approved, the current system will remain in use. The inability to meet processing requirements will remain, and the risk of system failure, as well as personal services and other expenses costs, will increase.

This section below will allows users to attach more than one supporting documents to this form. However, users can only attach one file at a time. The attachment dialog will allow users to list more than one file, but will not allow users to select (or highlight) more than one file at a time. Only the highlighted file will be attached.